

Housing Repair Assistance Program

2011 Customer Service Survey Results



Human Services Division

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Accumulative
# of Respondents	64	51	62	51	228
# Sent* ¹	96	87	100	114	397
Return Rate	66%	59%	62%	45%	57%
*1 Survey's are sent only once per month per client and not sent after assessments.					
Service Provider:					
City Staff	87	47	56	51	241
Private Contractor	9	4	6	3	22

1. Which of these benefits does this repair or improvement provide to you?

Benefit	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Accumulative
Saves on Energy or Water Bill	23	19	27	24	93
Keeps Home in Good Condition	52	46	50	38	186
Solves Health Hazard	23	12	25	18	78
Supports Living Independently	41	32	39	37	149
Solves Safety Issue	36	21	39	34	130

Before receiving services in your home:

2. Did city staff respond to your request in a timely manner?

Answered	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Accumulative
Yes	57	51	61	50	219
No	1	1	1	1	4

3. Did City Staff clearly explain what the program can and cannot do?

Answered	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Accumulative
Yes	57	50	58	46	211
No	3	1	2	3	9

4. Did City staff give you referral information for services not provided by out program?

Answered	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Accumulative
Yes	51	38	47	31	167
No	9	3	8	14	34

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About receiving services in your home:

5. Did the program respond to your needs in a timely manner?

Answered	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Accumulative
Yes	60	50	61	48	219
No	1	1	1	2	5

6. Did the worker call ahead?

Answered	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Accumulative
Yes	58	50	58	46	212
No	3	1	2	4	10

7. Was the worker on time?

Answered	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Accumulative
Yes	59	52	59	47	217
No	3	0	0	3	6

8. Did the worker explain to you the nature of the problem and the work performed?

Answered	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Accumulative
Yes	61	46	58	46	211
No	1	3	2	0	6

After receiving services in your home:

9. If the City of Renton's program was not available to you, would you have made the repair or improvement anyway?

Answered	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Accumulative
Yes	29	27	34	21	111
No	27	18	26	25	96

10. Did the service make it easier for you to stay independent in your home?

Answered	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Accumulative
Yes	58	48	59	45	210
No	2	2	1	3	8

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11. Please circle the number that describes your overall satisfaction with the quality of services received.

Answered	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Accumulative
Very Negative	0	0	0	0	0
Negative	0	1	1	0	2
Okay	1	1	2	1	5
Good	15	12	7	5	39
Excellent	47	37	52	45	181